

# *Public Health Performance Management Centers for Excellence*

2012 Quality Improvement Grantees  
Learning Congress

November 1, 2012

## Food Handler's Education and Permit Planning (FHEPP)

Kittitas County Public Health

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## Kittitas County

- Total population:41,500
- 44% residing in unincorporated areas
- 15.3 FTEs
- \$1.2 million annual budget
- Quality improvement experience



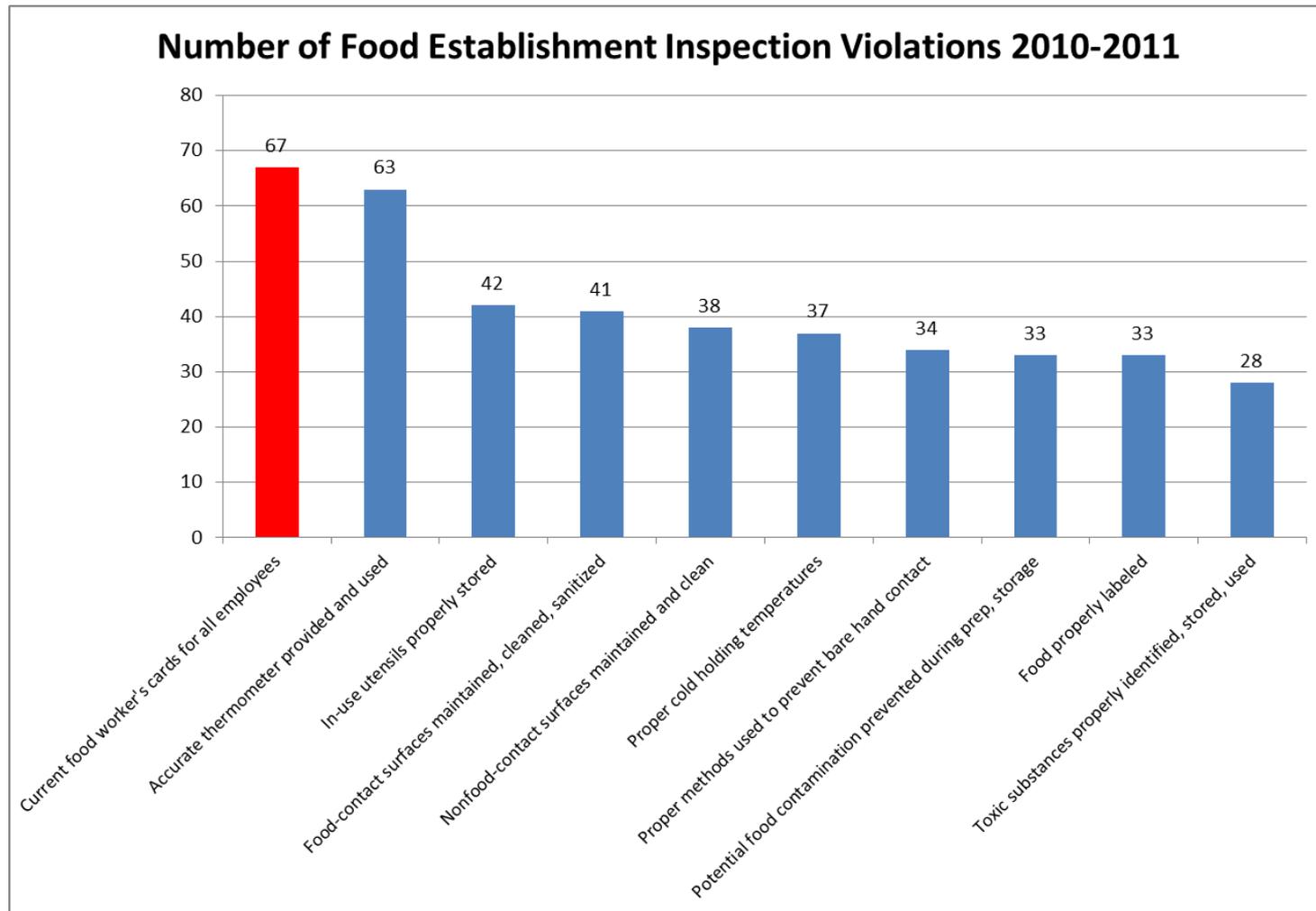
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# Project Team

- Robin Read, Health Promotion Supervisor (facilitator)
- James Rivard, Environmental Health Supervisor (co-lead)
- Candi Blackford, Administrative Assistant II (co-lead)
- Erin Moore, Public Health Clerk III
- Kasey Knutson, Health Educator



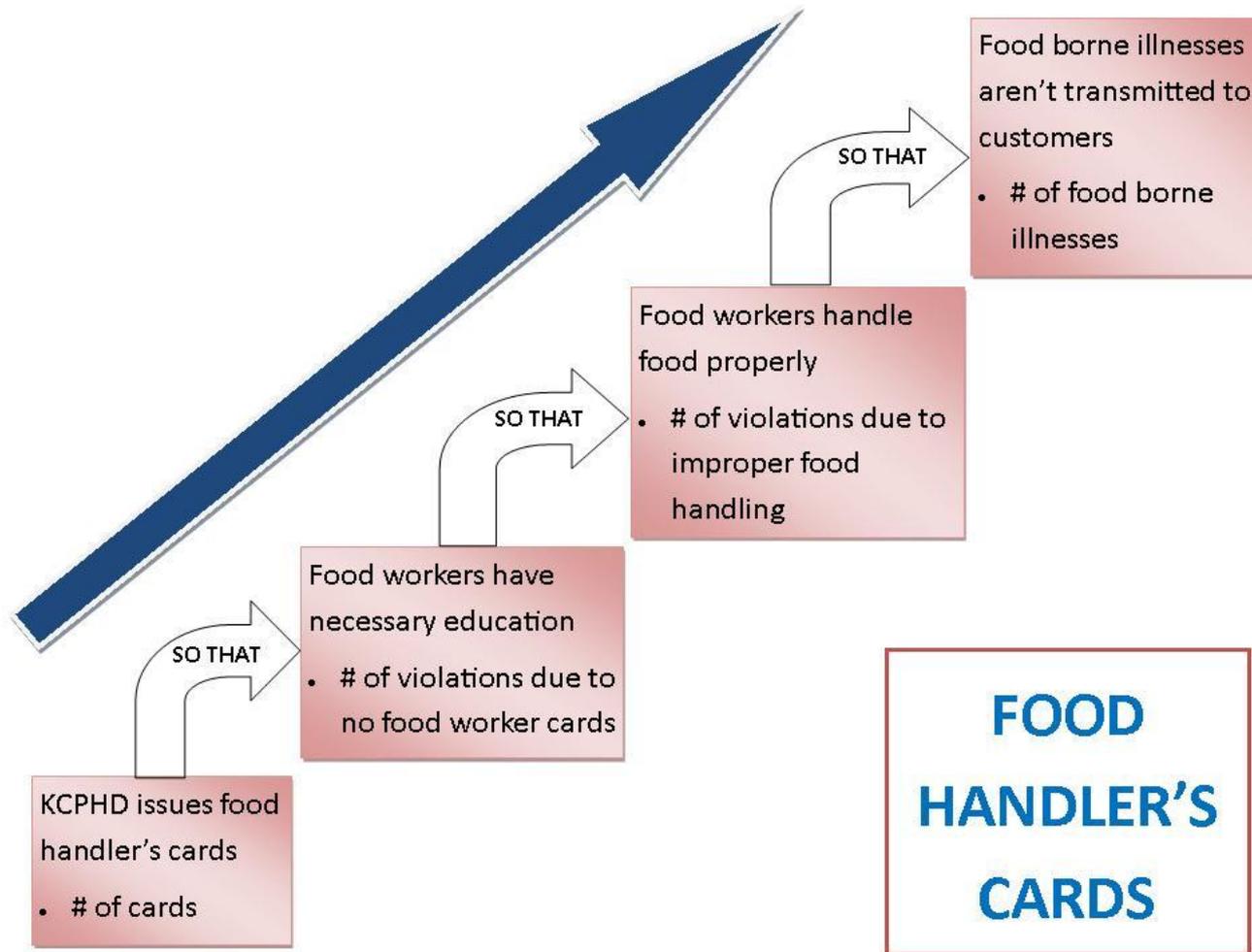
# Project Identification



# Project Activities

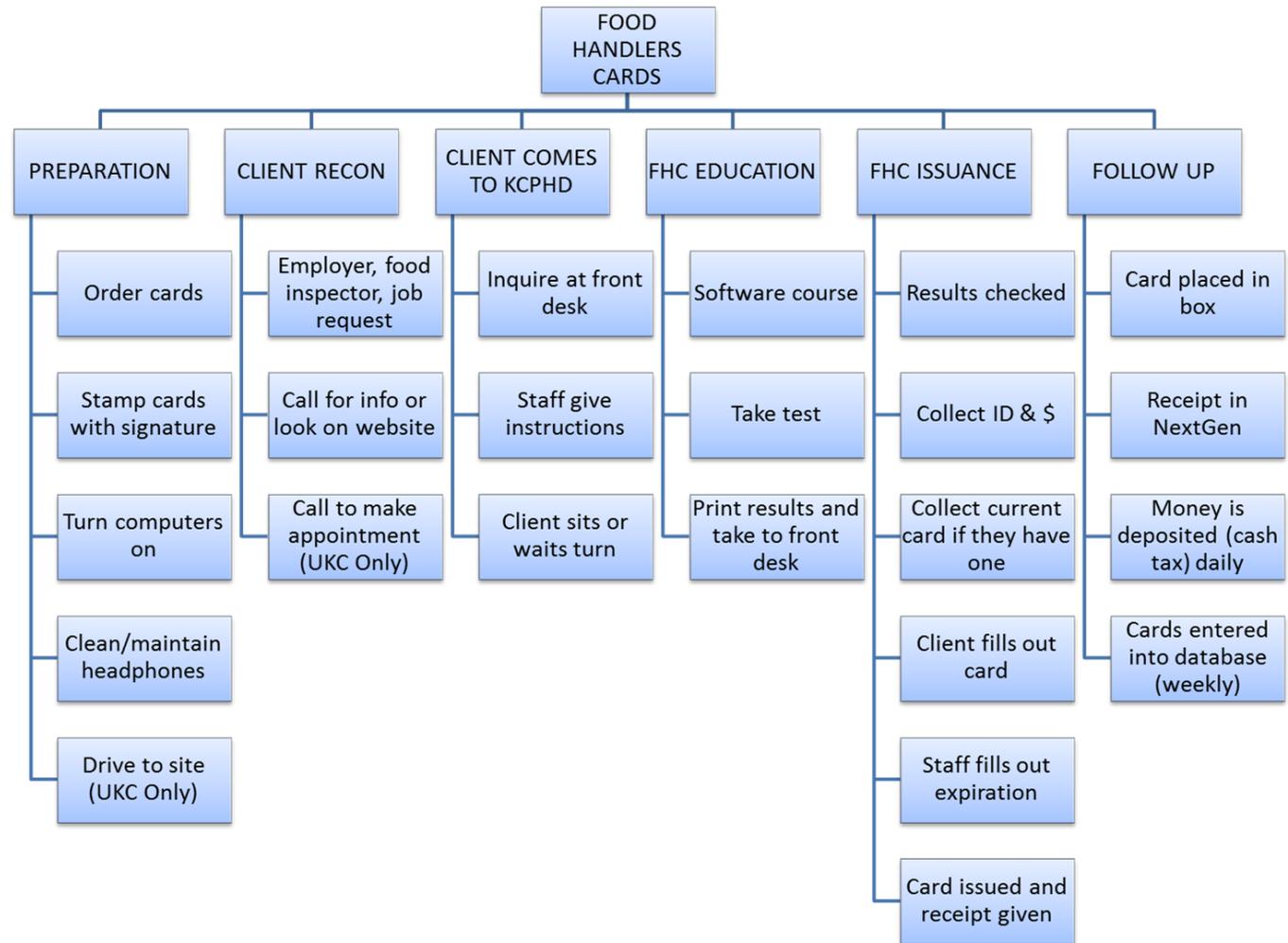
- Assess
- Define
- Measure
- Analyze
- Design
- Verify/Evaluate

# Assess: Why is this important?



# Assess: What are we currently doing?

- Top-down flow chart
- 16 steps for staff
- 12 for customer



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## Define: Project Definition Document

*The Kittitas County Public Health Department will fully transition to a new method of food handler's education and permitting while striving to maintain customer service, and addressing current barriers to obtaining food handler permits.*

QI/QP Project Definition Document

<b>Project Name:</b> FOOD HANDLER'S EDUCATION AND PERMIT PLANNING (FHEPP) <small>1-3 word Identifier</small>	<b>Sponsor(s):</b> Food Safety Program and Quality Improvement Grant <small>Who is governing and resourcing this project?</small>
<b>Problem/Opportunity:</b> The current system of delivering food handler's education and permits cannot be updated with upcoming food handling code changes. The software used for education will soon have out of date information. We need to plan for a different method of delivering food handler's education. In addition, the lack of food handler's permits or expired permits was the most common food inspection violation in the past 12 months. We need to address the barriers to getting food handler's permits. <small>1-3 sentence description of the problem/opportunity (without assumption of cause or solution) and why it is important (impact on Dept./Division strategic goals)</small>	
<b>Measure(s):</b> # of food handler's permits issued (monthly, method—access database) # of food handler's permit violations (quarterly?—CAMAS) # of food handler's permits delayed due to transition (front desk track through transition) # of food handler's permits issued with out of date education (front desk track through transition) Wait time for customer (average—customer survey) Customer satisfaction—convenience (customer survey) <small>The quantitative indicator(s) which would demonstrate performance had improved. More than 2-3 measures may indicate lack of focus</small>	<b>Target(s):</b> Increase (# per month? Percentage?) Decrease (average? Percentage?) Zero Zero Decrease (average, percentage?) Increase (percentage? Average?) <small>How much improvement is expected/hoped for?</small>
<b>Mission:</b> The Kittitas County Public Health Department will fully transition to a new method of food handler's education and permitting while striving to maintain customer service, avoid interruption in services, and addressing current barriers to obtaining food handler permits. <small>1 sentence declaration as to what the project team is to do (without assumption of cause or solution)</small>	
<b>Process(es) to be addressed:</b> Food Handlers education and permit process from Preparation to Follow Up (see top down flow chart) <small>Describe the boundaries (the "start" and "stop") of the process(es) to be improved/built</small>	<b>Customer(s):</b> Food Handlers <small>Who is/are the PRIMARY recipient(s) of the "output" or service?</small>
<b>Team Leader:</b> James-Candi will Co-lead <small>Who is primarily responsible for the conduct and success of this project? (Ideally, will coincide with the process owner)</small>	
<b>Team Facilitator:</b> Robin <small>Who will be assisting the leader with QI methods and tools and group process facilitation?</small>	
<b>Team Members:</b> Kasey, Erin, Melissa <small>Who will be active participants on the project team? Ensure representation of process steps and other key stakeholders.</small>	
<b>Constraints:</b> New code will be implemented in January 2013 so there is a time constraint. The QI grant timeline is also a constraint. We may or may not have the technological set up for possible new methods and this may limit our options for tailoring the food handlers education delivery method. Delay in contract process. Limited staff time for working on project. Lack of funds for purchasing new equipment, supplies, etc. Need to be able to address barriers for customers (technology, literacy, etc.) May result in less funding/revenue for department. <small>Are there time, space, financial, system, policy, organizational or other constraints that the team leader and members should be aware?</small>	
<b>Target Start Date:</b> April 27, 2012	
<b>Target End Date:</b> August 30, 2012	
<b>Process Owner(s):</b> EH, FD, HP <small>Who will be primarily responsible for maintaining process performance after completion of the project?</small>	

## **Measure: Baseline Data**

- Issue an average of 175 food handler's permits per month (2100 per year)
- 8-9 food worker card violations per month (average 36 inspections per month)
- Make \$3.39 per card in income

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## **Measure: Surveys**

Determining customer needs/root causes:

- **Food Worker Customer Survey (50)**
  - Average of 19 minutes to travel to health department
  - Average of 45-50 from entering health department to getting card
  - Transportation and hours of operation identified as barriers
  - 71% said online at any computer would have made it easier
- **Establishment Owner Survey (25)**
  - Transportation and hours of operation most cited by employees as reasons for not having a current food workers card.
  - Many open-ended suggestions to go online.

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## **ANALYZE: Survey**

Determine best practices:

- **EH Director Survey (25)**
  - 80% use online method for food handler's education and permits (all of those use the Tacoma Pierce system)
  - 2 of the 5 who aren't using the online system will be soon
  - 38% of the online users said the number of food handler's card issued increased and 38% said they stayed the same (the rest didn't know)
  - 19% saw an increase in revenue, 31% saw a decrease, and 31% stayed the same

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## **ANALYZE: Survey**

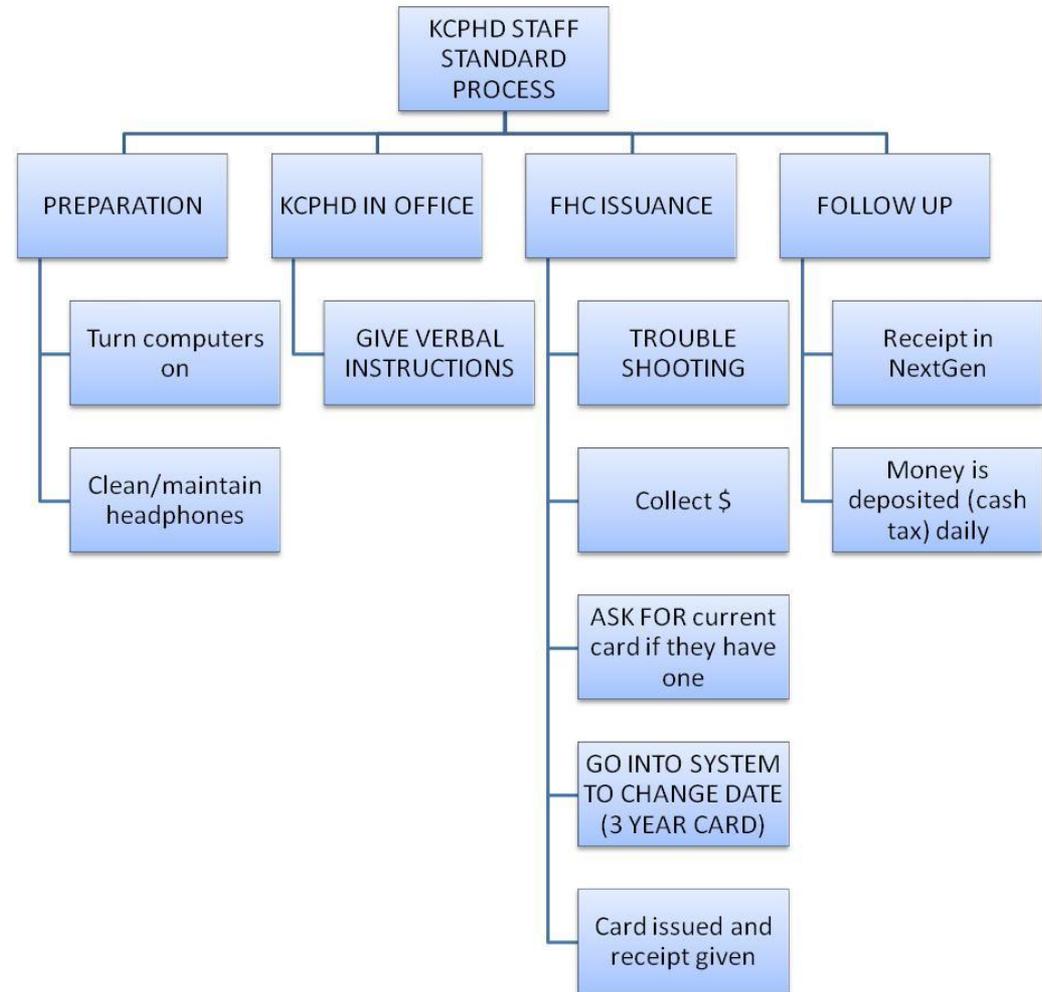
Determine best practices:

- **EH Director Survey (25)**
  - Benefits of online system: convenience/availability, staff time, reduced expenses,
  - Drawbacks: technical issues, loss of revenue, potential for fraud, can't customize

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## Design: Future state flow chart

- 10 steps for staff

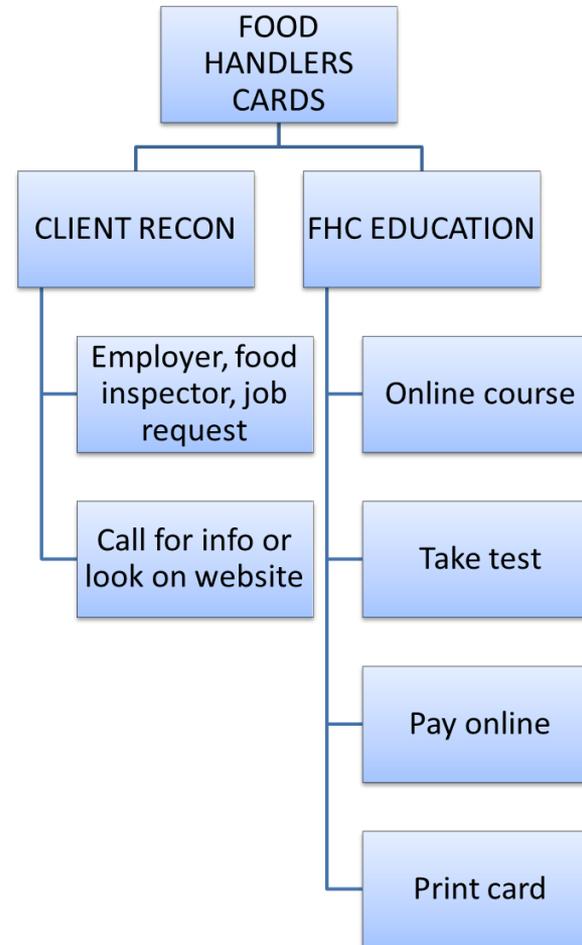


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## Design: Future state flow chart

- 6 steps for customer



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## Design: Review, prevent failure



**Do it Right, Serve it Safe!**  
Washington State Food Worker Course

Washington State Food Worker Card  
Issued to: Makara Dumas  
Signature of Issuer (Print): Hellenstad  
Expires: 09/09/2013  
Health Officer: CHC 2012 212, Steve Trueman, S.A., PHD

Please select a language to begin

English Spanish Español Korean 한국어 Russian Русский Mandarin 普通话 Cantonese 粵語 Vietnamese Tiếng Việt Cambodian ភាសាខ្មែរ

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## **Design: Plan for implementation**

- Set target date: 12/1/12
- Promotion plan
- Contract plan
- Technology plan
- Monitoring/evaluation plan

# Next Steps

- Contract approval—commissioner presentation
- Implement
- Conduct post surveys for customer satisfaction.
- Measure post project data such as food worker card violations, revenues, etc.

# Results



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For more information, contact:

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